



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

ERP SYSTEMS SPECIALIST

Class No. 002443

■ CLASSIFICATION PURPOSE

To provide departmental maintenance of the Enterprise Resource Planning (ERP) Systems; to act as liaison between the department end-users and the technical support services (super-users); and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is a paraprofessional level class allocated to the Chief Technology Office, Agency and Group offices/departments responsible for performing administrative, security, time collection, budget/finance and workflow maintenance of the ERP Systems. Employees in this class are responsible for specific human resources, payroll, time and labor or benefits maintenance support to Agency/Group or department end-users.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Provides support services to ERP System end-users within the Agency/Group or department.
2. Assists in providing knowledge of human resources, payroll, time and labor or benefit process and policies to resolve customer concerns or questions that have been reported to the Help Desk.
3. Works with technical support to restore, correct and/or recover data.
4. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Non-Essential Functions:

1. Notifies Help Desk of request status.

POSITION MANAGEMENT OPTION:

Essential Functions:

All the general duties listed above and:

1. Maintains employee records in the ERP System.
2. Performs data entry and verifies all personnel transactions.
3. Creates, runs and analyzes computerized position management reports.
4. Maintains and tracks positions as approved by the Board of Supervisors and classified by the Department of Human Resources at the department level.
5. Develops and updates business rules.
6. Tests new fields and new reports in test databases.
7. Provides problem resolution to departments around position counts and business rules.
8. Identifies appropriate positions to approve in the department.

9. Reviews and provides up to date position data information to the super-users of the ERP System.

Non-Essential Functions:

1. Verifies positions against brass and budget reports.
2. Provides management and departmental finance staff with the expertise necessary to identify, evaluate, and resolve position problems.

WORKFLOW OPTION:

Essential Functions:

All the general duties listed above and:

1. Maintains workflow lists.
2. Provides assistance and support services to end-users on workflow.
3. Utilizes knowledge of ERP Systems and their action/reason codes or functionality to identify processes.
4. Assists in troubleshooting workflow system problems.

BUDGET/FINANCE OPTION:

Essential Functions:

All the general duties listed above and:

1. Maintains the budget and finance records in the areas of the ERP System.
2. Assists in providing department end-user support.
3. Helps resolve technical problems.
4. Works closely with the functional analysts to ensure complete and accurate data is being entered into the system.
5. Ensures that the end user have optimum use of the budget/finance applications.

Non-Essential Functions:

1. Provides input into improving system reliability, availability and performance.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Functionality connections and integration touch points within and between fiscal and ERP Systems.
- Application integration points between time collection, payroll, projects and grants and human resource functions.
- Pay rules, leave accruals, and accounting flex fields.
- Cost accounting, activity/tasks, and overheads.
- Data collection and classification procedures.
- Reference and on-line help materials.
- Data base problem identification, tracking, and vendor support.
- Business English.
- Compensation Ordinance, Civil Service Rules, County of San Diego Charter, ERP System Business Rules, various bargaining unit Memorandum of Agreements and applicable payroll rules.
- Governmental policies and practices.
- Federal, State, and local laws and regulations related to confidentiality.
- Records, mandate social and health services, and other County services and functions.
- County customer service objectives and strategies.

Skills and Abilities to:

- Analyze report data and translate for end-users.

- Provide instruction to end-users in person or over the telephone.
- Train end-users on processes and systems.
- Troubleshoot problems with processes and systems.
- Detect and direct application/systems problems to technical support.
- Document database environment, standards, and procedures.
- Identify operational problems.
- Learn and/or adapt to new computerized programs.
- Follow regulations, procedures, ordinances, and official documents.
- Establish and maintain effective working relations with those contacted during course of work.
- Understand the budget cycle, research findings, and classification process.
- Enter and retrieve data from a computerized record keeping system.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: six (6) months of full-time experience working with an ERP System application group for a public or educational employer performing the duties stated above.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

Revised: April 4, 2002

Reviewed: April 2004

ERP Systems Specialist (Class No. 002443)

Union Code: CEM

Variable Entry: Y